

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Cargo Transport and Handling

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| Title | Integrate courier and express transportation |
| Code | LOAFCT226B |
| Range | This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to direct or coordinate with other departments of the company to provide courier and express service to the customer. |
| Level | 2 |
| Credit | 3 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Possess the basic knowledge of courier and express service</p> <ul style="list-style-type: none"> • Understand the basic concepts and procedures of express cargo transportation • Understand how to use the basic concepts of express freight, point-to-point operations, different modes and standardisation, etc. • Understand the courier and express documents and workflow • Understand standard business models for different routes, services and hub system operations • Understand the transportation regulations used in different service applications, countries and cities in express transportation <p>2. Apply the concepts of courier and express service</p> <ul style="list-style-type: none"> • Apply the concepts of courier and express cargo transportation to meet the service according to the requirements of different customers • Apply the concepts to provide service details to ensure that customers understand the company's service details • Guide the customers to fill in the required documents for courier and express cargo operations • Understand and apply the technical terms or basic terms and restrictions and/or contracts of courier and express cargoes, and explain their positioning and company obligations to customers • Apply the existing courier and express transaction model to provide the required information by customers, who can better understand the service quality of the company • Apply existing courier and express service experience to share the differences and the pros and cons of courier and express services with customers |
| Assessment Criteria | <p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to apply the knowledge of courier and express service to provide service to the customer; and • Capable to explain and communicate with the customer about the differences and the pros and cons of courier and express service of the company |
| Remark | |